REPLACEMENT OF AMENDED CLAIMS 1, 6, 8, 9 AND 10

1.   A computer telephony server for interfacing a plurality of computer telephony applications programs to one or more of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating, using a common standardized message structure set, with at least one computer telephony application;

a translation layer for translating messages from the standardized message structure set to the message structure set of one or more of (i) a plurality of PBXs; (ii) a plurality of network servers for a packet telephony network; (iii) a plurality of public switch telephone network (PSTN) switches; (iv) one or more additional telephony environments; and

means for selecting one of said telephony environments upon receipt of a selection message from said applications programs.

6.   A call processing system comprising:

a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain a full record of information regarding the users account, and means for displaying such information on a computer screen;

a local area network arranged to effectuate communications between said personal computer and other computer devices, said communications occurring utilizing a standard communications protocol and message set;

a server, said server also being connected to the local area network and being configured to communicate with said personal computer, said server also being capable of communicating with a plurality of telephony environments including a data network gatekeeper, a PBX, and a PSTN switch, said communications with said telephony environments utilizing different protocols and message sets, said server being automatically configurable upon receipt of a selection message from said personal computer to communicate with the desired telephony environments.

8.   A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating, using a common standardized message structure set, with at least one computer telephony application;

a translation layer for translating messages from the standardized message structure set to the message structure set of any one of plural telephony environments;

means for selecting one of said telephony environments upon receipt of a selection message from said applications programs.

9.   The system of claim 4 wherein said telephony application is a call routing application.

10.   The system of claim 4 wherein said telephony application is a database driven dialing application.